

ADMIN DEPARTMENT
(ADMIN COORD)

Subject: **INSTRUCTIONS RELATED TO REDRESSAL OF GRIEVANCES**

A tendency has been observed amongst employees wherein they approach directly to Chairman even for minor issues which is against the laid down rules. There is a need for mid level management to be more active and resolve the individuals issue at immediate level then prolonging it unnecessarily. In order to ensure speedy redressal of their grievances and to maintain the sanctity of the rules, it is imperative that POF employees address their appeals/representations etc to the authorities designated in the rules with due regard to the prescribed channels of communication.

2. Though procedure for redressal of grievances is given in relevant rules. However comprehensive procedure is enumerated below for strict compliance:-

- i) An employee should address his appeal to the immediate officer for the redressal or adopt proper channel to lodge his petition to the competent authority.
- ii) The concerned authority will ensure that if his problem can not be solved at his level and required to be processed at higher forum, the decision must be taken within 02 days at the most to process the case.
- iii) The authority to decide the matter should promptly act as per provisions of rules and reply thereof must be given to the applicant/petitioner on priority.
- iv) The applicant/petitioner if not satisfied with the disposal of his request may lodge his appeal next higher authority alongwith the decision so that related facts can be judged completely in comparison with his grievances.
- v) Any statement having false/distorted facts, if proved, action will be taken against the petitioner himself.
- vi) Anonymous applications will have to be discouraged as per Govt instructions reproduced vide Daily Order Part-I # 153, dt. 18-06-92 at all levels and no action is required to be taken thereon at any forum.

3. In addition to above, attention is invited to the Estt. Division letter # 5/4/94-Rev.D.3, dated 21-06-1997 reproduced hereunder for the general information of all concerned:

- i) All civil servants should refrain from sending advance copies of their appeals/petitions/representations, direct to higher authorities and that appeals/petitions/representations should be addressed only to the prescribed authority and submitted through proper channel;
- ii) The appeal/petition/representation should be on their own behalf only and that joint representation by government servants shall not be entertainable under the rules;
- iii) The civil servant should discourage their wives/wards and relations to address the petitions/applications in respect of service matter on their behalf;
- iv) The civil servants should refrain from using intemperate and in-appropriate language in their petitions/representations etc. as use of such language constitutes misconduct and render them liable to disciplinary action against them;
- v) The Civil Servants Act, 1973 (Chapter 1, Sl. No. 2, Vol, I) as well as Civil Servant, (Appeal) Rules, 1977 (Sr. No. 1) & the instructions issued on the subject from time to time envisage only one appeal/petition/representation etc. from a civil servant in respect of particular order by which he is aggrieved.

Once an appeal or representation etc. is rejected by the competent authority, the civil servant can go to the Federal Service Tribunal but he has no right under these rules to submit further appeal/petition/representation/ application or a service of it to the appellate authorities; and

- vi) Each representation appeal petition etc. should be accompanied by a prescribed proforma (Annex) duly completed by the civil servant, making the representation/appeal/petition. This will enable the competent authority to properly attend to and finalize the matter quickly. In cases where the competent authority has already rejected the first appeal/petition/representation on the subject case, the second or subsequent appeal/petition/representation need not necessarily be replied to.

3. The above instructions may please be circulated among the officers/employees to be followed in letter and spirit in future.

Sd XXX
(Muhammad Yasin)
Manager Admin Coord
for Director Admin
08-12-2011

(All Concerned)

4119/Misc/Admin Coord

(Annex)

PROFORMA

1. Name of the Ministry/Department/Office.
2. Name of the applicant
3. Designation and grade of the applicant.
4. Number and date of the order against which aggrieved.
5. Brief subject matter of the order giving to the applicant's grievances.
6. Date on which the first appeal/application for review or representation was filed.
7. Particulars of the authority to which the first appeal, application for review or representation mentioned in column 6 was addressed.
8. Whether any reply to the appeal, review application or representation mentioned in column 6 has been received. If so, on what date?
9. Number of appeals ,
review applications , or
representations, or
submitted subsequent
to the one mentioned
in column 6 and the
date on which these were
submitted.
 - (i) Appeal
 - (ii) Application for
review
 - (iii) Representation } in red ink.
10. Authority to which the appeals, review applications or representations mentioned in column 9 were submitted.
11. Whether any reply to appeal, application for review or representation mentioned in column 9 was received. If so, indicate the date or dates.
12. Date of present appeal/review/application/representation.